



**UCO BANK**

**Department of Information Technology**

**Request for Proposal (RFP) for “Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC)”**

**RFP REF NO: DIT/BPR & BTB/OA/1201/2020-21 Date: 24/08/2020**

**Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's**

| Sl. No | Page. No. | Clause No                     | Clause as per RFP  | Description of Query/ Clarification sought by Bidder  | Bank Response             |
|--------|-----------|-------------------------------|--|---|---------------------------|
| 1.     | 45-46     | Part – V<br>11. Payment Terms | <b>Hardware Costs (DC &amp; DR) for all hardware as part of the Solution</b><br><br>1. 50% of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC and DR respectively. Payment will be released post-delivery and on submission of proof of delivery along with the acceptance certificate duly signed by Bank's authorized official, after deduction of penalty charges, if any.<br>2. 40% of the delivered production hardware cost would be payable on | We request the bank to relax the Payment Terms as follows:<br><br>80% of the delivered hardware cost would be payable on successful delivery and verification of BoM supplied at DC and DR respectively. Payment will be released post-delivery and on submission of proof of delivery along with the acceptance certificate duly signed by Bank's authorized official, after deduction of penalty charges, if any.<br><br>15% of the delivered production hardware | Clause Stands as per RFP. |

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|    |  |  | <p>successful installation, commissioning, acceptance on successful test and sign off by the Bank of the hardware at DC &amp; DR respectively after deduction of penalty charges, if any or payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, acceptance on successful test and sign off by the Bank.</p> <p><b>3.</b> 10% of the delivered production hardware cost would be payable after GO live date of Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) respectively, after deduction of penalty charges, if any.</p> | <p>cost would be payable on successful installation, commissioning, acceptance on successful test and sign off by the Bank of the hardware at DC &amp; DR respectively after deduction of penalty charges, if any or payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, acceptance on successful test and sign off by the Bank. Payment shall be released on successful installation, commissioning, acceptance on successful test and sign off for each Technology Solution separately as and when the same gets implemented.</p> <p>5% of the delivered production hardware cost would be payable after GO live date of Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) respectively, after deduction of penalty charges, if any.</p> |                                  |
| 2. |  |  |   | <p>Based upon the 2nd time Pre - Bid Queries responses published on 7th October 2020, we hereby put forward our observations and request you to please revisit the responses and modify our requests accordingly. We would like to bring into the notice of the honorable tendering committee that the present scope will restrict wider participation of bidders/OEMs. The reasons cited as below:</p> <p>The scope of the tender encompasses around supply and deployment of 8 new security solutions and renewal/ upgrade/ upscale for solutions, from OEM's like</p>   | <p>Clause stands as per RFP.</p> |

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|  |  |  |  | <p>ArcSight, Imperva, Cisco, Fireeye, Cyberarc. The combination of new purchase and renewal will provide undue advantage to the existing SI , as they would always get preferential pricing from the existing OEMs which needs to be renewed/ upgraded / augmented, as the existing SI was the incumbent vendor who had supplied / implemented all these products to UCO Bank. This will violate the overall balance of the tender, as this would be a definitive advantage to the incumbent vendor, moreover <b>there is no mechanism to check whether the OEM for existing solution is providing the same price to all prospective bidders.</b> Under this scenario we would suggest the following, which we had mentioned in our pre bid queries also:</p> <p>1. RFP for the new 8 solutions with supply, implementation, FMS and also implementation, FMS for the existing solution. <b>Supply of attached services for existing OEM should not be in the scope of the bidder, for the entire contractual period.</b></p> <p>2. Bank should negotiate directly with the existing OEM and get the attached services directly from the OEM. Hence it's our honest submission to Bank to modify the RFP as Supply, Implementation, FMS of NAC, DLP, VAS, IT GRC, APT,NPM, DECOY AND ANTI PHISING, ANTI ROGUE SERVICES AND ANTI MALWARE along with Implementation and FMS of SIEM, WAF, DAM, PIM, NBA, APT. We would like to refer <b>RFP No. DIT/BPR &amp; BTD/OA/0007/2020-21 Date: 02/04/2020 for Network Facility Management, AMC and Replacement of</b></p> |  |
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|    |    |   |  | <p><b>Network Devices.</b> In this RFP too, Bank initially included renewal of existing AMC/ATS. The same was removed followed by repeated requests by Bidders and OEM's as it was violating the overall balance of the tender. Ultimately after multiple responses and corrigendum's, Bank finally decided to remove the AMC on requests of Bidders and OEM's almost after 4 months of publish of RFP. Hence we request if the same can be addressed for this CSOC RFP now, then the overall tender submission process gets expedited. We hereby request you to kindly revisit the above clauses and provide an equal opportunity to participate in the above RFP.</p>   |                                  |
| 3. | 46 | <p><b>Part – V</b><br/><b>11. Payment Terms</b></p> | <p><b>Software / License Cost</b></p> <p>1. 50% of the cost, of such software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank,,s authorized official after realizing penalty charges, if any.</p> <p>2. 40% of the cost, of software, will be payable on successfully installation, acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, on acceptance and sign-off by the Bank.</p> <p>3. 10% of the cost, of such software, will be</p> | <p>80% of the cost, of such software, will be payable on successful delivery of said items. Payment will be released after delivery on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official after realizing penalty charges, if any.</p> <p>15% of the cost, of software, will be payable on successfully installation, acceptance and sign-off by the Bank after realizing penalty charges for late delivery, if any payment can be released against submission of BG of equivalent amount valid for 12 months. BG will be released after successful installation, commissioning, on acceptance and sign-off by the Bank. Payment shall be released on successful installation, commissioning, acceptance on successful test and sign off for each Technology Solution separately as an when</p> | <p>Clause stands as per RFP.</p> |

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|    |    |   | payable after GO live date of Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) respectively, after deduction of penalty charges, if any.            | the same gets implemented.<br><br>5% of the cost, of such software, will be payable after GO live date of Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) respectively, after deduction of penalty charges, if any.   |  |
| 4. | 35 | <b>Part – IV</b><br><b>1. Scope of Work</b>             | The proposed solution has the incident management / ticketing system workflow and solution shall support creating incident automatically based on the rules defined and tracking them.  | As per corrigendum, it is clarified that, Bank has HP open view ticketing solution. Bidder should integrate the SIEM Archsight with the existing ticketing tool.<br><br><b>Query:</b><br>As per corrigendum1, dated 7-10-2020, Bank has asked "Bidder has to provide ticketing tool" but as per 2nd corrigendum, dated 5-11-2020 bank asked "Bidder should integrate the SIEM Archsight with the existing HP Open View ticketing tool ".<br>By this we understand that we do not have to provide any new ticketing tool, and we need to integrate HP open view with SIEM. Please suggest our understanding is correct?<br>if New Ticketing tool is needed then please provide the following<br>1) is Change management and Problem management required in Ticketing Tool?<br>2) Number of technician licenses needed (who will work on the ticket) | The bidder has to integrate the SIEM Archsight with the ticketing tool provided by the Bank. |
| 5. | 42 | <b>Part - V</b><br><b>2. Performance Bank Guarantee</b> | The selected Bidder shall, within a period of fifteen (15) days from the date of Letter of Intent (LOI)/Purchase Order (PO) have to furnish a Performance Bank Guarantee, format as per <b>Annexure – K</b> issued by any scheduled commercial bank (other than | As per Govt of India, Ministry of Finance Guideline Dated 12.11.2020, Requesting Bank to Kindly revise the Performance Bank Guarantee amount to 3% of total contract value.  | Clause stands as per RFP   |

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|    |       |                                       | UCO Bank) equivalent to 10% of the project cost/ <b>Total Cost of Ownership (TCO) valid for a period of 63 months (60 months + a claim period of three (3) months)</b> from the date of Letter of Intent (LOI)/ <b>Purchase Order (PO)</b> for indemnifying any loss to the Bank.   |   |  |
| 6. | 45-46 | <b>Part – V<br/>11. Payment Terms</b> | <b>Implementation Cost</b><br>100% of the cost, will be payable on successful implementation with all the functionalities of the said software and hardware and acceptance sign-off from the Bank realizing penalty charges, if any.  | We understand that payment for Implementation Charges shall be made separately for each Technology Solution as and when it gets implemented. Kindly confirm if our understanding is correct. Request to consider nad confirm release of each technology wise payment for delivery , installation instead of complete signoff/ complete delivery   | Please refer to the Corrigendum  |
| 7. | 46    |                                       | <b>Payment Terms (Hardware Cost (DC &amp; DR) for all hardware as part of the Solution):</b><br>12.1.3 10% of the delivered production hardware cost would be payable after GO live date of Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) respectively, after deduction of penalty charges, if any.<br><b>Payment Terms (Software / License Cost):</b><br>12.2.3 10% of the cost, of such software, will be payable after GO live date of Selection of System Integrator for Implementation, Maintenance and Facility Management for System Security Tools for Cyber Security Operation Centre (C-SOC) respectively, after deduction of penalty charges, if any.<br><br><b>Project Timelines (page no 103 of Prebid response : CSOC_Tender_final_pre_bid_queries_responses_eligibility) :</b><br>Sl. No. Solutions Timelines | <b>Query 1:</b> The Commercial Format issued by the Bank has only 7 line-items which correspond with the first 7 solutions mentioned against the “Project Timelines” table. We would request the Bank to amend the Commercial Format and include “Anti-Phishing – Anti-Rogue Services” and “Arcsight Implementation and Integration” as separate line items in the Commercial Format so that the corresponding price can be quoted and invoiced.<br><b>Query 2:</b> Clauses 12.1.3 and 12.2.3 of the RFP in the current form implies that the 10% of the hardware cost and / or software license cost would be paid after the “GoLive” of the complete solution which in this project, wherein each of the 9 solution component has a different project timeline, will not be effective since such a provision would impede the start of the warranty services and also prevent the deployment of the necessary support resources. So, we | Clause stands as per RFP. Please refer to the Corrigendum & revised commercial format. |

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|  |  |  | <p>1 Network Access Control (NAC) Management T + 6 months</p> <p>2 End Point Data Loss Prevention (DLP) T + 6 months</p> <p>3 Automated Vulnerability Assessment Scanners (VAS) T + 3 months</p> <p>4 IT-Governance, Risk &amp; Compliance (IT-GRC) T + 3 months</p> <p>5 Anti-Advanced Persistent Threat (APT) T + 3 months</p> <p>6 Network Policy Management Solution T + 3 months</p> <p>7 Decoy Services (Honeypot) T + 3 months</p> <p>8 Anti-Phishing – Anti-Rogue Services T + 2 months</p> <p>9 Arcsight Implementation and Integration T + 2 months</p> | <p>would request the Bank to amend these two clauses and make suitable provision so that the payment is linked with the “Go-Live” of individual solution and not with the complete solution. This amendment would facilitate the Bank to pay the vendor as and when an individual solution component goes live which in turn would enable the start of the warranty services and deployment of necessary support resources. We are very keen to participate in this important tender for which we request your kind support for clarification and necessary amendments in the Payment Terms and Commercial Format as mentioned in the above two queries which would facilitate the submission of competitive bids benefiting the Bank. We would also like to request for 1-week extension of bid post issuing corrigendum. In anticipation of an early and favourable response</p> |  |
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## Corrigendum

| Sl. No. | Existing Clauses   | Modified Clauses   |
|---------|--|--|
| 1.      | <b>Part – V</b><br><b>11. Payment Terms</b><br><b>12.3 Implementation Cost</b><br>100% of the cost, will be payable on successful implementation with all the functionalities of the said software and hardware and acceptance sign-off from the Bank realizing penalty charges, if any. | <b>Part – V</b><br><b>11. Payment Terms</b><br><b>12.3 Implementation Cost</b><br>100% of the cost, will be payable on successful implementation <b>of each line item of Table - E and Table - J (all line items) of Annexure - X, Commercial Format</b> with all the functionalities of the said software and hardware and acceptance sign-off from the Bank realizing penalty charges, if any.<br><br><b>Remaining clause stands as per RFP.</b> |

**Note:**

**The corrigendum uploaded in website on 18.11.2020, where the Annexure - F : technical bill of material and Annexure - X : Commercial Format has been revised in the corrigendum dated 05.12.2020.** (To get the technical related documents including Part-II RFP, bidder who do not submitted the tender fee, has to purchase from Bank against payment of Tender Fee; bidders who already purchased the tender fee, directly will be receiving the technical related documents to the registered mail id.)

**Note:**

**All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre-bid queries responses / clarifications / corrigendum / addendum & changes in the RFP clause mentioned herein above will be part & parcel of the RFP.**

Place: Kolkata

Date: 05/12/2020

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